

# **Interpreter Certification Board (ICB) Meeting**

## **September 4, 2019 3-5 pm**

**Attendance:** Mitchell Jensen, Michelle Draper, Dacia Davidson, Teresa Davenport, Amelia Williams, Clay Anderson, Anthony Bonny, David Davenport, Duane Kinner, Kristi Mortensen, Jessica Callahan  
**Absent:** Ben Daniel, Roberta Dunlap, Allyson Hamilton,

**Visitors:** none

**Interpreters:** Stephanie Belshe

### **AGENDA & Minutes:**

#### **1. Committee Communication Policy - Mitch Jensen**

Mitch: As we get back to routine, some changes to the board have occurred that will impact how we proceed at meetings. All board members are fluent in American Sign Language; therefore we don't need a voice interpreter and the meeting will be conducted in ASL. However, please remember we are still mirroring for the camera. Thus, all communications and discussions should be orderly: raise your hands to comment and keep side comments/conversations to a minimum. The Board expressed no concerns about this issue.

#### **2. Cancellation Policy for Certification test appointments- -Mitch Jensen**

Mitch: DSDHH/UIP's move under DWS necessitated the creation of a new website for interpreter accounts. Interpreters and candidates each create their own account, wherein they can sign up for tests, choose dates/times for testing appointments, and pay testing fees. (The website also includes other certification specific tasks for interpreters, which are not related to this discussion). The new website system uses GOVpay to process fees. Additionally, due to government restrictions, the website is limited in what it can and cannot do. Because of this, an update to the current cancellation policy for certification test appointments is required, including rescheduling and refunds. Partial refunds are no longer an option with the current system, but a candidate can postpone/defer their test date. The money candidates pay could possibly stay in the GOVpay system forever if candidates continually postpone their testing appointments. The website is also limited as to how it can track whether a refund was made. On the current website system, there is no penalty for cancellations. The Policy updates need to match the website's capabilities.

Additional information for consideration: A) Test candidates must sign up no less than 7 days prior to a specific testing date. B) Everything is organized and reserved through an electronic calendar on the website. A candidate can access this through their account. .

C) If a candidate reserves a slot and then cancels less than 7 days before their appointment, the calendar remains blocked out and no one else is able to reserve that time slot. This may become a concern at a later point if multiple candidates want a specific date/time. D) On the current system UIP has the capability to reserve and administer tests for up to 3 candidates every work day (performance); each performance exam is given a 3-hour time slot. This translates roughly to 60 possible candidates per month.

The Board suggested policy updates that are lenient towards candidates, keeping penalties at a minimum. However, this leniency does come with stipulations. The Board also suggests keeping the policy broad so that adjustments can be made as needed.

The Board recommends these items concerning the updated policy for rescheduling, refunds, and cancellations:

Rescheduling:

- 1) Any rescheduling must be made more than 24 hours prior to the test appointment or the candidate is considered a “no show” and forfeits their fee.
- 2) A candidate can reschedule/defer their test appointment an unlimited number of times within a year, provided that each deferment is done more than 24 hours prior to an appointment. Failure to reschedule before the 24 hour deadline constitutes as a “no show” and a candidate forfeits their fee.
- 3) If a candidate does not take the test for which they paid within one year of their initial payment, they forfeit their fee.

Refunds:

- 1) Refunds will be given by exception only. Requests must be made in writing and submitted to the Director of Certification, who has sole discretion to assess requests, and approve or deny the requests.
- 2) Written requests must include a valid reason for a refund. The approved exceptions to receive a refund may be formatted after another agency’s refund policy, such as NIC/RID’s policy.
- 3) Requests for refunds must be made within a year of their initial payment. If a candidate fails to do so, they forfeit their fee.

Cancellations:

- 1) Cancellations will follow the guidelines set for rescheduling and/or refunds.

Note: The vote on the new updated policy is expected during the next meeting.

### 3. Vote on Committee Chair and Vice Chair - Mitch

Jensen

Mitch: Annual vote on ICB Chair and Vice Chair.

Michelle Draper was nominated to continue as Chair by Clay, 2nd by David. Vote: unanimous

Anthony Bonny was nominated as Vice Chair by Clay, 2nd by Amelia. Vote: unanimous  
No other nominations.

## 4. Future Agenda Items - Michelle Draper

Michelle: Add "Future Agenda items" permanently to the agenda from now on. Board can list what is needed to discuss at future meetings.

Mitch: DSDHH is required to advertise upcoming ICB meetings and agendas. A week prior to meetings, we will make announcements to UAD Announce, UIP website, and UIP email blast. (The DSDHH newsletter does not fit within this parameter, as submissions are required 2-3 weeks prior to the beginning of a new month.)

Michelle: Add item to future Agenda--: "Public comments/welcome" to open each meeting. The board wants consumers to become more involved. The time limit for this segment is up to 15 minutes. Individuals can present to the board questions, concerns, or grievances. Specifications: limited to up to 3 minutes per person; an individual must contact executive secretary to be added to the list; up to 5 people can present at the meeting.

Next ICB Meeting is December 4, 2019